



# C9560-659<sup>Q&As</sup>

Fundamentals of Applying IBM SmartCloud Control Desk V1

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### QUESTION 1

What are three required settings for a user to have access to an offering? (Choose three.)

- A. The classification must be set.
- B. The status of the offering must be set to Active.
- C. The offering must be added to a Service Catalog.
- D. The Line Manager Approval workflow must be set.
- E. The Fulfillment Manager approval workflow must be set.
- F. There must be at least one presentation attribute defined.

Correct Answer: ABC

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### QUESTION 2

Which statement best describes the Service Request Management functionality in IBM SmartCloud Control Desk?

- A. A tool that provides end-to-end IT and Enterprise asset lifecycle management on a single integrated platform.
- B. A tool that enables users to request, deploy, monitor and manage cloud computing services. It also provides traceable approvals and processes.
- C. A tool that helps customers manage, audit, and coordinate change and configuration management processes using user interlaces and workflows that facilitate cross-silo cooperation.
- D. A tool that provides a comprehensive and modular approach to integrated service desk and service catalog management enabling IT personnel to improve the efficiency of service delivery and to drive down operating costs.

Correct Answer: D

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### QUESTION 3

Which file would be found to review for debugging an issue if given this path:

\\IBM\\Websphere\\AppServer\\Profiles\\logs\\czapplicationserver>?

- A. De.log
- B. Fusion.log
- C. Maximo.log
- D. SystemOut.log

Correct Answer: D

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#### QUESTION 4

Which steps are required for a service desk agent to view all service requests reported by user J.DOE?

- A. Go to the Service Desk module, open the Global Search application, type J. DOE in the search field, and click Search.
- B. Go to the Security module, open the Users application, open the J.DOE record, and navigate to Service Requests tab.
- C. Go to the Service Desk module, open the Service Requests application, type =. DOE in the Reported By field, and click Enter.
- D. For security purposes, a default installation of IBM SmartCloud Control Desk allows service desk agents to see only service requests they have worked on.

Correct Answer: C

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#### QUESTION 5

What can be configured by an administrator in the Self Service Center application?

- A. The background color of the shopping cart.
- B. The fonts for the Self Service Center application.
- C. The colors and thresholds limits for the monitor gauges.
- D. The items included in the navigator and the order in which they are displayed.

Correct Answer: D

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